

COD Processing Update

December 11th, 2015

NEWS/UPDATES

- **Impact on COD Processing December 13, 2015 (12/9/15)**

Federal Student Aid is planning several system maintenance activities during the period of December 13, 2015. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.

Extended COD System Maintenance

From 1:30 A.M. (ET) until 12:00 P.M. (ET) on Sunday, December 13, 2015—

- Users will not be able to submit or retrieve data via the [COD Web site](#).
- Users will not be able to access the COD Reports area of the [COD Web site](#).
- An individual will not be able to complete any actions or view loan correspondence via the [StudentLoans.gov Web site](#).
- An individual will not be able to complete any actions via the [TEACH Grant Web site](#).
- Batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.

Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System or the StudentLoans.gov Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact the CPS/SAIG Technical Support and the TFA Support Center at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

- **RESOLVED - Title IV Refund Issue in G5 [Updated 12/2/15 (7/31/15)]**

The Department of Education (the Department) has fixed a G5 system issue in which some users may have received an error stating "action failed: Pay.Gov is not available" when processing a refund.

The Department apologizes for any inconvenience this issue may have caused. If you have additional questions about this issue or about G5, contact the G5 Hotline. You may also e-mail edcaps.user@ed.gov.

- **COD School Testing for the 2016-2017 Award Year (11/23/15)**

The Common Origination and Disbursement (COD) School Relations Center will conduct Common Record Manual Verification and Structured Application Testing for the 2016-2017 Award Year from January 4, 2016 through November 4, 2016. Optional Unstructured Testing will be available April 4, 2016 through December 16, 2016.

All entities that wish to participate in COD School Testing must submit the “COD School Testing 2016-2017 Sign-Up Document” to the COD School Relations Center. Schools, third party servicers, and software vendors can submit the sign-up document beginning Tuesday, December 1, 2015.

Further information regarding COD School Testing for the 2016-2017 Award Year is posted in a [November 19, 2015 Electronic Announcement](#) on the IFAP Web site.

- **2016-2017 COD Technical Reference Now Available (11/23/15)**

The updated [2016-2017 COD Technical Reference](#) is now available on the Information for Financial Aid Professionals (IFAP) Web site. The 2016-2017 COD Technical Reference contains development information for the 2016-2017 Award Year. If you have any questions about this material, contact the COD School Relations Center.

- **REMINDER - Direct Loan Origination Fees Change October 1, 2015 (8/27/15)**

As a reminder, the origination fees for Direct Subsidized Loans, Direct Unsubsidized Loans, and Direct PLUS Loans (for both parent and graduate student borrowers) change as of October 1, 2015 (see [Dear Colleague Letter GEN-15-07](#)). Additional operational guidance is provided in an [August 26, 2015 Electronic Announcement](#).

Schools should review these communications and review their systems and Direct Loan records to ensure the correct origination fee is being used.

CURRENT ISSUES

DIRECT LOANS

There are no Direct Loan-related issues at this time.

GRANTS

There are no Grant-related issues at this time.

Keep School Contact Information Current in the COD System (12/11/15)

We remind schools and third party servicers that contact information in the COD System must be kept current. Contact information is extremely important for us to be able to reach the right people at the school, particularly about program-specific issues. The e-mail addresses for the President, Financial Aid Administrator, Pell Grant Financial Aid Officer, and Direct Loan Financial Aid Officer are used to deliver time-sensitive



materials and critical COD processing information to the school.

Having current contact information for the Pell Grant Financial Aid Officer and Direct Loan Financial Aid Officer is most critical for a school that is an additional location to a main campus. The information allows us to contact those officers directly at the additional location rather than needing to contact the main campus.

For more information on updating School Contact Information, please refer to [the December 20, 2012 Electronic Announcement posted on the Information for Financial Aid Professionals \(IFAP\) Web site.](#)